

**OFFICE  
AUTOMATION  
CLERK  
GS-0326-04**

**ADMINISTRATIVE  
SUPPORT**

**I. POSITION AND ORGANIZATION INFORMATION****Position:**

Office Automation Clerk, GS-0326-04

**Purpose of position:**

The primary purpose of this position is to perform office automation work, including word processing, and a variety of clerical functions in support of the organization's mission and functions.

**Organization:**

Administrative Support Division

**Organization goals:****II. MAJOR DUTIES****A. Duty (Critical):**

The employee uses the full range of functions, including advanced processes, of one or more word processing software applications to produce a wide variety of documents. If needed, uses various functions of other software types such as desktop publishing, calendar, electronic mail, spreadsheets, or graphics.  
(42%)

**Tasks:**

1. Types, edits, formats and prints a wide variety of documents for the office staff, including correspondence, technical reports, organizational proposals and justifications, technical notes and similar material in accordance with established guidelines and procedures. Source materials are either written drafts or voice recordings. Some complex formats require the integration of material from one type of software application (i.e, database, graphics, spreadsheet) into the word processing document.
2. Determines the appropriate form, arrangement and spacing for the document, based on the nature of the subject matter being typed and its intended use.
3. Resolves problems involving the interpretation of drafts by contacting the originator or by relying on previous experience.
4. Edits material and makes necessary corrections in grammar, punctuation, spelling, and format.
5. Consolidates information for various reports in accordance with established procedures and deadlines.
6. Maintains documents in electronic files for easy retrieval. Makes backup copies of stored data as appropriate.
7. Operates a computer, peripheral equipment and appropriate software to perform various computer operations in support of office operations, such as producing reports, maintaining databases, and inputting time cards and travel

order information.

8. Maintains and updates computer user manuals, reference books and operating handbooks.

**Selected Staffing KSAs:**

A1, A2, A3, A4, A5

**B. Duty (Critical):**

The employee performs systems maintenance functions for electronic mail systems, following established procedures. (2%)

**Tasks:**

1. Transmits, receives, and acknowledges electronic mail and messages.
1. Checks transmittals for proper clearances.
2. Prints and routes hard copies of incoming mail or routes electronically to other terminals or work stations as designated.
3. Maintains electronic files of information for later retrieval as appropriate. Prepares backup files.
4. Eliminates of outdated files
5. May manage an electronic bulletin board.

**Selected Staffing KSAs:**

A1, A2, A3, A4, A5, A6

**C. Duty (Critical):**

The employee performs a broad range of duties using one or more spreadsheet software programs. (5%)

**Tasks:**

1. Uses basic and advanced program functions to perform such operations as updating, revising, sorting, calculating and manipulating data in spreadsheets to meet multiple report formats.
2. Converts spreadsheet data into graphs, charts, etc. for standard report formats.

**Selected Staffing KSAs:**

A1, A2, A3, A4, A5, A7

**D. Duty (Critical):**

The employee performs a broad range of duties using one or more database software programs. (5%)

**Tasks:**

1. Uses basic and advanced program functions to perform such operations as updating and revising databases, and searching for and retrieving data for reports.

2. Prepares reports presenting data to meet reporting requirements.

**Selected Staffing KSAs:**

A1, A2, A3, A4, A5, A8

**E. Duty (Critical):**

The employee provides clerical support to ensure efficient office operations. Performs a variety of receptionist and other clerical and administrative functions, using judgment to answer recurring questions and resolve problems. (16%)

**Tasks:**

1. Receives phone calls and visitors. Answers routine inquiries or refers to staff members.
2. Establishes and maintains a variety of files for easy retrieval. Files include those involving numerous subject headings and subheading. Cross-references files containing correspondence, reports, reference material, and other office records.
3. Reviews incoming correspondence and determines the action required and its priority. Routes and distributes mail to appropriate individuals. Establishes and maintains suspense files to ensure timeliness of actions. Follows up on suspense dates to ensure that required actions and responses are made within deadlines.
4. Maintains and orders office supplies, as requested by other staff members. Tracks requisitions to ensure timely completion.
5. Prepares time and attendance data for appropriate supervisory endorsement. Submits data in a timely manner, in accordance with office procedures.

**Selected Staffing KSAs:**

A9, A10

**F. Duty (Critical):**

The employee maintains technical publications, manuals, and technical order files. (23%)

**Tasks:**

1. Ensures publications are current and correctly posted.
2. Ensures obsolete local publications are rescinded in a timely manner.
3. Exercises control over reference materials. Provides check out services, and recovers lost materials to assure documents are readily available.
4. Performs inventory functions, ensuring missing items are replaced promptly.

**Selected Staffing KSAs:**

A9, A10

**G. Duty (Critical):**

Types and tracks Personnel Action Requests (NAVPERS 1306/7). Acts as PASS Liaison Representative for the command. (3%)

**Tasks:**

1. Reviews request chits for accuracy, completeness and compliance with regulations.
2. Maintains logs and files dealing with military personnel leave matters.
3. Calculate leave periods and forward information to PSD for accounting

**Selected Staffing KSAs:****H. Duty (Non-Critical):**

Manage command awards program. (4%)

**Tasks:**

1. Receive award nominations for military and civilian employees (non-monetary) from managers.
2. Review for format, grammar and accuracy and make necessary corrections prior to submission for command review.
3. Prepare requisit certificates.
4. Track outstanding awards on and off station.
5. Maintain logs and files.

**Selected Staffing KSAs:****III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)****A. Selected Staffing KSAs:**

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of word processing software functions
4. Knowledge of correspondence rules and regulations
5. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
6. Knowledge of communications software functions, processes and capabilities
7. Knowledge of spreadsheet software functions, processes and capabilities
8. Knowledge of database software functions, processes and capabilities
9. Knowledge of common clerical practices and office routines
10. Ability to interpret and apply regulations and procedures pertaining to administrative support such as timekeeping, travel, etc.

**B. Basic Training Competencies:**

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of the organizational and functional responsibilities and operations of the organization
4. Knowledge of word processing software functions
5. Knowledge of correspondence rules and regulations
6. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
7. Ability to plan, organize, prioritize work, and meet deadlines
8. Ability to communicate orally
9. Ability to communicate in writing
10. Knowledge of communications software functions, processes and capabilities
11. Knowledge of spreadsheet software functions, processes and capabilities
12. Knowledge of database software functions, processes and capabilities
13. Knowledge of common clerical practices and office routines
14. Ability to interpret and apply regulations and procedures pertaining to administrative support such as timekeeping, travel, etc.

**IV. CLASSIFICATION FACTORS****Factor 1. Knowledge****Level 1-3 (350 Points)**

1. - Knowledge of the capabilities, operating characteristics, and advanced functions of one type of office automation software (e.g., word processing, desktop publishing, graphics, database, spreadsheet, or communication).  
  
- Knowledge of processing procedures for performing a substantial range of functions of several software types for various office needs. Skill sufficient to perform such tasks as producing a wide range of documents incorporating data from different software applications, or updating databases or spreadsheets.
2. - Knowledge of the advanced functions of one or more word processing/desktop publishing software packages to be able to perform a substantial range of operations and produce complex formats. Examples of advanced functions include: generating table of contents, importing graphics, or establishing the precise alignment of multiple columns.
3. - Knowledge of an electronic mail system to transmit, receive and acknowledge messages. Ability to perform maintenance functions and manage a bulletin board.
4. - Knowledge of varied and advanced functions of one or more spreadsheet software packages sufficient to perform such operations as: organizing rows and columns; adding, deleting or modifying numerical records; manipulating or calculating data to meet multiple report formats.
5. - Knowledge of varied and advanced functions of one or more database software packages.

6. - Knowledge of the organization's functions, programs, structure, routines and procedures to receive phone calls and visitors, personally provide information on routine or procedural matters, or refer the question to the appropriate staff members.

- Knowledge of the subject area for which the organization is responsible sufficient to perform such tasks as locating and summarizing material, filing material that may be difficult to categorize, as well as the more routine filing and mail duties.

- Knowledge of the requirements and procedures pertaining to file and record systems and their maintenance.

- Knowledge of administrative and clerical rules, practices and procedures applicable to the processing of forms and requests used in various office support tasks, such as time and attendance, travel and office supply requisitioning.

**Factor 2. Supervisory Controls**

**Level 2-2 (125 Points)**

The employee independently completes recurring work, in line with the quality and timeliness criteria set by the supervisor. Receives additional instructions regarding new, difficult or unusual work at time of the initial assignment and during its progress. Seeks help when unfamiliar problems and/or assignment require a deviation from established procedures. Finished work and methods are reviewed in detail for compliance with procedures or instructions, technical accuracy and appearance.

**Factor 3. Guidelines**

**Level 3-2 (125 Points)**

The employee selects the most appropriate guidance from established procedures. Judgement is required either because the guides are numerous and similar, or because there are alternative procedures for accomplishing a function. Guidelines typically include software user manuals and tutorials, correspondence procedures, time and leave instructions, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

**Factor 4. Complexity**

**Level 4-2 (75 Points)**

The employee performs duties that involve related steps, processes or methods that are often numerous and varied. Determines what needs to be done based on choices between alternatives with easily recognizable differences. Selects the appropriate procedures and/or action, choosing from options that differ in such things as the type of software used, type of document or report to be produced or edited, or existing prerecorded formats.

**Factor 5. Scope and Effect**

**Level 5-1 (25 Points)**

The employee performs routine tasks which facilitates the work of originators of the documents and others, primarily in the immediate work unit.

**Factor 6. Personal Contacts**

**Level 6-2 (25 Points)**

The employee regularly meets with agency employees from outside the immediate organization.

**Factor 7. Purpose of Contacts****Level 7-1 (20 Points)**

The employee contacts others to exchange information necessary to accomplish assignments.

**Factor 8. Physical Demands****Level 8-1 (5 Points)**

The employee does sedentary work, such as sitting comfortably. There may be some walking, standing, bending or carrying of light items.

**Factor 9. Work Environment****Level 9-1 (5 Points)**

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.



## V. CLASSIFICATION SUMMARY

## In this position:

Duty A. 42% GS-0326-04 Office Automation Clerk  
Word Processing/Basic Office Automation

Duty B. 2% GS-0326-04 Office Automation Clerk  
E-Mail/Communications

Duty C. 5% GS-0326-04 Office Automation Clerk  
Spreadsheets

Duty D. 5% GS-0326-04 Office Automation Clerk  
Databases

Duty E. 16% GS-0326-04 Office Automation Clerk  
Clerical Support

Duty F. 23% GS-0326-03 Office Automation Clerk  
Technical Publications/Manuals/Files

Duty G. 3% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-  
Operate the Leave Control Program

Duty H. 4% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-  
Manage Awards Program

## List of Modified Duties and Factors:

Duty G. has been added.

Duty H. has been added.

The classification criteria for the office automation work performed is based on the U.S. Office of Personnel Management (OPM) position classification standard for the Office Automation Clerical and Assistance Series, GS-326, and the Office Automation Grade Evaluation Guide (TS-100 dated November 1990). The Grade Level Guide for Clerical and Assistance Work (TS-91 dated June 1989) was referenced in evaluating the general clerical duties.

GS-04 Point range: 655 - 850

Total Point: 755

Grade: GS-04